

E911 for CCP agents

United States agents on the CCP. Test with 933. Do not place a live 911 call from this lab.

Validate with Chime `ValidateE911Address`.

Store on the agent profile.

Whisper copies `CivicAddress` for 911 or 933.

Test with 933 only.

Source: US emergency calling in the admin guide.

Sources and go deeper

Set up US emergency calling in Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/setup-us-emergency-calling.html> last checked 2026-10

Enhanced 911 - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Enhanced_9-1-1 last checked 2026-10

Call centre - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Call_centre last checked 2026-10

CypherMonkey • Amazon Connect Lab

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